

January Hotline Fact Sheet

The hotline handled 11,768 calls in January.

41% of calls were answered in less than 8 seconds

53% of calls were answered in less than 30 seconds.

57% of calls were answered in less than 1 minute.

12% of callers waited 5 minutes or longer

1% of callers waited 10 minutes or longer

12% of callers hung up before speaking to an agent

Of those

10% abandoned the call after waiting less than 30 seconds

35% abandoned the call after waiting less than 1 minute

13% abandoned the call after waiting 5 minutes or more

The average hold time for callers who hung up before speaking to an agent is 01:02 for LEA, and 02:36 for non-LEA.

The average speed of answer for LEA calls was 00:41, and for non-LEA calls was 01:41.

The average caller spent 11:20 speaking with an agent.

The hotline took an average of 495 calls per business day.

The hotline took an average of 142 calls per weekend day.